



PETERBILT MOTORS COMPANY
 A **PRIMA** COMPANY
 1700 WOODBROOK STREET
 DENTON, TEXAS 76205-7864
 940-591-4000

IMPORTANT SAFETY RECALL INFORMATION



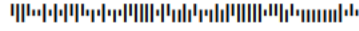
U.S. Department of
 Transportation

Issued in Accordance
 With Federal Law



PRESORTED
 FIRST-CLASS MAIL
 U.S. POSTAGE PAID
 CLEVELAND, OH
 Permit No. 469

IMPORTANT SAFETY RECALL



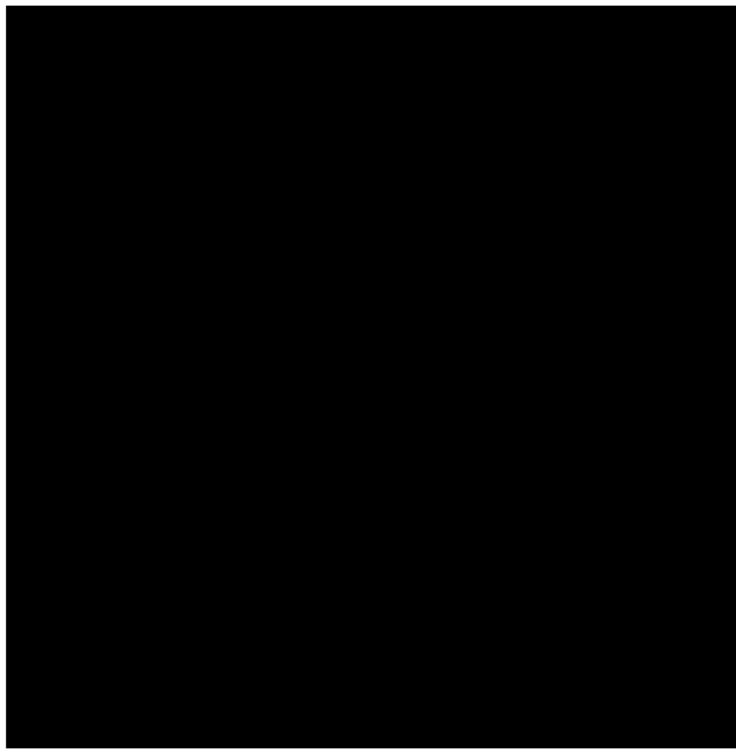
*****AUTO**MIXED AADC 440



T4 P1
 1108



Safety Recall Notice: 24PBC



Our records indicate that these vehicles are affected by 24PBC and are owned by

IMPORTANT SAFETY RECALL

March 22, 2024

Subject: Safety Recall: **24PBC** - Sheppard Steering Gear Incorrectly Assembled
NHTSA Recall Number: **24V044**
EXPIRATION DATE: NONE
This notice applies to your vehicle. Your VIN(s) can be found on the bottom or back of this page.

Dear Peterbilt Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Peterbilt Motors Company has decided that a defect, which relates to motor vehicle safety exists in certain Model Year 2024-2025 389/520/535/536/537/548/567/579/589 chassis built from 03/01/2023 through 01/18/2024. The steering gear may have been incorrectly assembled, which could cause the steering gear to fracture, resulting in loss of steering control and increased risk of a crash. In reported instances, the failures have occurred at low speed, high steering angle maneuvers when steering stresses are highest.

What is the problem?	Certain steering gears may have been incorrectly assembled.
What will your dealer do?	Dealers will inspect all affected steering gears and replace suspect steering gears as parts are available.
What should you do?	Contact your Peterbilt dealer to schedule an appointment for inspection and/or repair.

Peterbilt has initiated a recall to remedy the defect in cooperation with R.H. Sheppard. Please contact your Peterbilt dealer. To find your Peterbilt dealer, visit the Dealer Locator at www.Peterbilt.com or scan the QR code below. The steering gear on your vehicle will be inspected at no charge to you and will require approximately **1.0 hour** of labor.

- If the gear passes inspection ("Good" or "Out of Date Range"), no further action is required.
- If the gear fails inspection ("Suspect"), a replacement gear will be ordered and installed.

Steering gears for this repair may have significant lead time due to supplier capacity and supply chain issues. Coordinate with your dealer to determine expected parts arrival dates and inspection/repair scheduling.

Vehicle owners can contact Sheppard directly for more information about this recall. Call 1-877-409-9869. Representatives are available Monday – Friday 8:00 am - 5:00 pm ET.

When parts arrive at the dealer, the steering gear will be replaced at no charge to you. This repair may take up to **3.0 hours** of additional labor depending on vehicle configuration and dealer scheduling.

If you had this inspection and/or repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. Please contact your Peterbilt dealer for more information.

If you require further information about this recall or experience any difficulty in making arrangements for this repair, please contact the Peterbilt Customer Experience Department at PB_Tech_Pubs_Dept@paccar.com.

If you conclude that Peterbilt has not enabled you to remedy this defect in a reasonable time and without charge, you may submit a complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590, or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you no longer own this vehicle, we would appreciate your advising us of the new owner. Please send all known ownership and address changes to PBDiv.Warranty.Docs@paccar.com.

We apologize for any inconvenience this preventive procedure may cause and thank you for your participation in helping Peterbilt provide the highest levels of customer satisfaction and service expertise. We value your business and appreciate your ongoing loyalty to Peterbilt and its dealer network. Industry-leading quality, performance and reliability are hallmarks of Peterbilt products, and we thank you for making Peterbilt your truck of choice.

Sincerely,



Michelle Ponsonby
Director of Customer Experience
Peterbilt Motors Company

Scan this QR code to open the Peterbilt Dealer Locator.



Our records indicate that these vehicles are affected by 24PBC and are owned by [REDACTED]

